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Duke, Daphne

**From:** Tyler, Terrance M [Terrance.Tyler@chartercom.com]  
**Sent:** Wednesday, July 20, 2011 1:46 PM  
**To:** CLECreport  
**Cc:** tallen@regstaff.sc.gov; Tyler, Terrance M  
**Subject:** CF SC-CCO CLEC Service Quality Quarterly Rpt 2nd Q11  
**Attachments:** CF SC-CCO CLEC Service Quality Quarterly Rpt 2nd 2011 NP.docx; CF SC-CCO CLEC Service Quality Quarterly Rpt 2Q11 (2).docx

As required by R. 103-614,618,619 and 663 attached is the Non-Proprietary and Confidential versions of the 2<sup>nd</sup> quarter 2011 reports for Charter Fiberlink SC-CCO, LLC. If you have any questions regarding this report please contact me directly at number below.

Thanks  
Terry Tyler  
314-543-2437  
Regulatory Specialist

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**NON-PROPRIETARY**

**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**

**SOUTH CAROLINA OPERATIONS**

COMPANY NAME

Charter Fiberlink SC-CCO, LLC

QUARTER / YEAR

2nd / 2011

Month:

April

May

June

Number of Customer Access Lines

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Trouble Reports / Access Line (%)

\_\_\_\_\_%

\_\_\_\_\_%

\_\_\_\_\_%

Customer Out of Service Clearing Times (%)

\_\_\_\_\_%

\_\_\_\_\_%

\_\_\_\_\_%

New Installs Completed w/in 5 Days (%)

\_\_\_\_\_%

\_\_\_\_\_%

\_\_\_\_\_%

Commitments Fulfilled (%)

\_\_\_\_\_%

\_\_\_\_\_%

\_\_\_\_\_%

Comments / Explanations: \_\_\_\_\_

Person Making Report / Contact Information: Betty J. Sanders, Director Regulatory Affairs, email: CFL.Regulatory@chartercom.com, ph: 314-288-3259, fax: 314-288-3555

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